

## Exhibit E

03 October 2002

1-162541153

03607045  
07 OCT 2002 10094

The Real Network

Mrs Dickinson  
31 St. Saviourgate  
YORK  
YO1 8NQ

Customer Service Centre  
Clippers House  
PO Box 740  
Salford  
M50 3YY

Telephone 08457 740 740  
Website [www.royalmail.com](http://www.royalmail.com)  
Textphone 08456 000 606  
(for the deaf and hard of hearing)

Dear Mrs Dickinson

Thank you for your enquiry of 30 September 2002 about a Special Delivery item number SJ111615025GB, posted to James Clifford Hazel, Keveral Mill, Hessenford, TORPOINT PL11 3HW.

I can confirm that this item was delivered to that address on 18/09/2002 and a photocopy of the signature we obtained is enclosed.

If we can be of any further assistance, please do not hesitate to contact us on 08457 740 740.

Yours sincerely

*Julie Lyons*

Julie Lyons  
Customer Service Advisor

Enclosures: Copy Of Signature

To ensure that we maintain the highest possible standards the service we provide to you is monitored on our behalf by a research agency. Each month telephone interviews are conducted with a sample of the customers with whom we have been in contact. If you would prefer not to be contacted please call Freephone 0800 652 5900 within 7 days of the date of this letter and quote the reference above.



Royal Mail

QV

1-1625L+1153

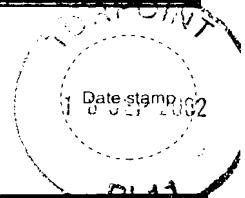
Affix the item barcode number and enter the time of delivery, or attempted delivery. The recipient must sign and print their name before the item is handed over.

Walk:

ID	Name
0015	HESSEMAN TREVER

## CONFIRMING YOUR DELIVERY

Confirmed on  
track/trace  
PHG initials



Number of items for delivery:

Priority	Recorded
Two	0

Number of items undelivered:

Returned	Pouched off
0	

SJ 1116 1502 5GB 12.00pm sign



Time

Print name: HAZAL  
KENTUCKY HILL

835

Check time and sign

n Eltaxel.

SU 4281 6466 8GB 12pm signature



Time

Print name: STOKES  
ANALYST

0842

Check time and sign

Check time and sign

Time

Print name

Time

Print name

Retain for one year

Version 2 July 01 P4550 Revised October 98 PRI 498024